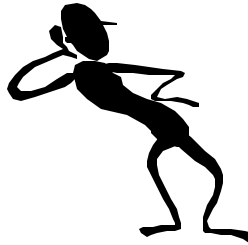


# LISTENING

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Hearing With Thoughtful Attention



During this one-day workshop, we will discuss:

- Characteristics of a good listener
- Five steps to becoming an effective listener
- How to recognize bias, emotional language, inference, fact, and opinion
- How to note details, references, and main ideas
- Four types of listening

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Reserve your place for this workshop by contacting your training coordinator or faxing your registration form to:

Central Management Services  
Agency Training Section  
FAX: (217) 558-0048

Please note! Registration closes seven calendar days prior to each class. Because seating is limited, register early. Classes with less than ten registrants will be canceled.

**Visit our website at  
[www.state.il.us/cms/2\\_servicese\\_edu/](http://www.state.il.us/cms/2_servicese_edu/) and click on the “Course  
Schedule” link for current class dates, times, and locations.**

CMS/Bureau of Personnel  
Technical Services &  
Agency Training and Development  
Larry Plummer, Division Manager  
Bonnie Craig, Section Manager  
500 Stratton Office Building  
Springfield, IL 62706  
(217) 524-8700